

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



June 20, 1990

ALL COUNTY INFORMATION NOTICE NO. I-44-90

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: WELFARE PROGRAM DIVISION REORGANIZATION

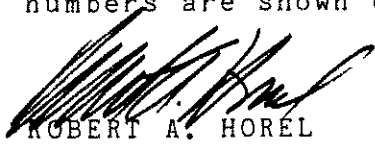
I am pleased to announce the reorganization of the Welfare Program Division (WPD). A major feature of the change is the transfer of the Quality Control Branch and Operations Assessment Branch (now Bureau) to WPD from the Management Systems and Evaluation Division. Placing these two key evaluation functions in the same organization as the programs they evaluate will result in improved communication, closer coordination and better response time.

Additional changes brought about by the reorganization include the following:

- o The AFDC and Food Stamp Policy Implementation Bureau has joined the AFDC Policy Bureau, the Food Stamp Policy Bureau and the Adult Program Management Bureau. This newly-constituted branch is called the **Welfare Policy Branch**.
- o The Foster Care Branch has been renamed the **Community Programs Branch** and has incorporated the Food Distribution Bureau. Other bureaus in this branch are Foster Care Program, Foster Care Rates and Disaster Response Services.
- o The Operations Assessment Bureau has joined the Corrective Action Bureau, the Overpayment Recovery Bureau and the Fraud Program Management Bureau in the **Welfare Program Integrity Branch**.

No changes were made to the internal organization of the **Quality Control Branch**, or to the **Child Support Program Branch** and the **Refugee and Immigration Program Branch**.


For your information I have attached an organization chart and a functional description of each branch and bureau in the WPD. If you have any questions please contact me at (916) 322-2214, or contact any of the branch or bureau chiefs whose telephone numbers are shown on the attachments.


ROBERT A. HOREL
Deputy Director

Attachments

cc: CWDA

June 1, 1990


ROBERT A. HOREL, Deputy
Welfare Program Division

WELFARE PROGRAM DIVISION
Robert Horel
(916) 322-2214

Quality
Control
Branch

Ron Thoreson
(916) 445-0220

Refugee and
Immigration
Programs Branch

Walter Barnes
(916) 324-1576

Welfare Program
Integrity
Branch

Leslie Frye
(916) 445-8775

Welfare
Policy
Branch

Steve Larsen
(916) 322-4401

Community
Programs
Branch

Bruce Kennedy
(916) 324-9084

Child Support
Program
Branch

Gary Swanson
(916) 323-8994

--Northern Region
& Administrative
Support

Vacant
(916) 322-9820

--Southern Region

Tom Benson
(213) 620-5103

--Refugee Program
Policy/Systems
Bureau

Frank Rondas
(916) 322-3141

--Refugee Program
Operations Bur

Fred Schack
(916) 323-2131

--Immigration &
Resettlement

Mgmt Bureau
Al Martinez
(916) 323-5846

--Corrective
Action Bureau

Elaine Moody
(916) 445-4458

--Overpayment
Recovery Bureau

Conrad DeCastro
(916) 322-5387

--Operations
Assessment
Bureau

Phil Manriquez
(916) 445-2154

--Fraud Program
Management
Bureau

Mike Back
(916) 445-0031

--Adult Program
Mgmt Bureau

Clarence Smith
(916) 324-4184

--Food Stamp
Policy Bureau

Lynne Yoshimura
(916) 445-6907

--AFDC

Policy Bureau

Pat Sutherland
(916) 322-5475

--AFDC/Food Stamp
Policy
Implementation
Bureau

Gale Wright
(916) 322-5330

--Foster Care
Rates Bureau

Jerry Rucker
(916) 323-1263

--Foster Care
Program Bureau

Doug Johnson
(916) 445-0813

--Disaster
Response
Services

Lee Sapaden
(916) 324-4363

--Food
Distribution
Bureau

Ken Grayson
(916) 324-9871

--Child Support
Mgmt Bureau

Bill Walsh
(916) 322-8495

--Child Support
Operations Bur

Laura Williams
(916) 322-6114

--Child Support
Statewide
Automation Bur

Merrilee Koshell
(916) 322-8495

WELFARE PROGRAM DIVISION

WELFARE PROGRAM INTEGRITY BRANCH (916) 445-8775 Leslie L. Frye, Chief

The Welfare Program Integrity Branch monitors the AFDC and Food Stamp payment error rate and implementation of County Corrective Action Plans; provides direction to County Welfare Departments and collection agencies on the recovery of AFDC and Food Stamp overpayments and overissuances; provides program direction to County Welfare Departments in the prevention, investigation and prosecution of welfare fraud; conducts operational and program reviews of the County administration of the Food Stamp and Civil Rights programs; identifies and analyzes problem in these programs and makes recommendations for program improvements; issues formal reports of findings to Counties which assess the operations of these programs.

Corrective Action Bureau (916) 445-4458 Elaine Moody, Chief

The Corrective Action Bureau is responsible for working with the Counties to prevent and correct eligibility determination errors in the AFDC and Food Stamp programs. The functions include consultation and support to the Counties in their corrective action planning, review of Corrective Action Plans, and the performance of special County assessments. In addition, the bureau conducts corrective action activities such as training and conferences.

Operations Assessment Bureau (916) 445-2154 Phil Manriquez, Chief

The major functions of the Bureau are to conduct operational and program reviews of the County Welfare Departments to assess their effectiveness in administering the Food Stamp and Civil Rights programs. Activities include the identification and analysis of problems, determination of the causes of problems and issuance of formal reports of findings, conclusions and recommendations.

Fraud Program Management Bureau (916) 445-0031 Michael Back, Chief

The major functions of the Bureau are to provide program direction to the County Welfare Departments in the prevention, deterrence, investigation and prosecution of welfare fraud. Activities include program responsibility for the Early Fraud Prevention Program and the development and maintenance of the Income Eligibility Verification System (IEVS). IEVS is a system of computerized matches of various databases (i.e., State tax refund data) to detect and prevent welfare fraud.

Overpayment Recovery Bureau (916) 322-5387 Conrad DeCastro, Chief

The Overpayment Recovery Bureau provides policy interpretations and program direction to County Welfare Departments and County collection agencies on the recovery of AFDC and Food Stamp program overpayments. Activities include evaluation of County claims/collection operations; consultation and assistance in the reduction of collection system deficiencies; development of state-of-the-art recovery methodologies; County training; audit reviews; forms development; and liaison with Federal agencies and the County Revenue Reimbursement Officers Association.

CHILD SUPPORT PROGRAM BRANCH

(916) 323-8994 Gary Swanson, Chief

The Child Support Program Management Branch supervises the State's participation in the Federal Child Support Enforcement Program (Title IV-D, Federal Social Security Act).

Child Support Management Bureau

(916) 322-8495 Bill Walsh, Chief

The Child Support Management Bureau develops statewide policies and procedures to ensure that California's Child Support Program complies with Federal and State law; performs systems and program policy evaluation; analyzes Federal and State legislation; coordinates and evaluates County, State, and Federal statistical reports; directs and coordinates child support intercept activities to assure adherence to Federal/State requirements; coordinates with DSS support units and other organizational entities to ensure effective management of the program.

Child Support Operations Bureau

(916) 322-6384 Laura Williams, Chief

The Child Support Operations Bureau is responsible for the uniform and accurate application of IV-D regulations in the Counties; performs monitoring activities to ascertain compliance with Federal and State law; prepares and maintains reports on findings; maintains, analyzes and monitors the cooperative agreements executed by each District Attorney; provides direct liaison and assistance to District Attorneys and their delegated agents to ensure that program, fiscal, and statistical improvements are implemented; performs management and case reviews in Counties to identify policy and procedural deficiencies; identifies problems and develops, recommends, and monitors implementation of County corrective actions; coordinates with other bureaus and agencies on County-related child support issues/questions; and conducts special studies as needed.

Child Support Statewide Automation Bureau

(916) 322-8495

Merrie Koshell, Chief

The Child Support Statewide Automation Bureau was created to develop program policy for the proposed Statewide Automated Child Support System (SACSS) in California. In cooperation with the Management Systems and Evaluation Division (MSED), the bureau will develop policy affecting the implementation of the automated system for child support scheduled for development by 1995. All issues relative to program policy for a statewide system are handled by this bureau, and all technical matters are dealt with by MSED. The bureau is working closely with County Family Support Divisions and Welfare Departments to ensure that the needs of the system users are met. The bureau is also responsible for informing the Project Management Advisory Committee of all developments in the project, and for coordinating public input in the planning phase of the system.

COMMUNITY PROGRAMS BRANCH

(916) 324-9084 Bruce Kennedy, Chief

The mission of the Community Programs Branch is to ensure the prompt and accurate delivery of allowable program services and benefits to needy and eligible Californians. The Branch is responsible for the administration of the AFDC-FC (Foster Care) Program, the Temporary Emergency Food Assistance Program and various disaster relief and response programs including the Individual and Family Grant Program. Clients include eligible children in need of out-of-home placement and care, disaster victims, citizens repatriated from other countries and disadvantaged individuals and families who are without food.

Foster Care Program Bureau

(916) 445-0813 Douglas Johnson, Chief

The Foster Care Program Bureau is responsible for the review and implementation of State and Federal legislation as well as the development of program policies and regulations to direct County operations and State rate setting for foster care placements. Staff develops program and rate setting for foster care placements. Staff develops program and rate policies for foster family homes, foster family agencies, and group homes; provides policy consultation to Counties; monitors program review activities; and undertakes research studies.

Foster Care Rates Bureau

(916) 323-1263 Jerry Rucker, Chief

The Foster Care Rates Bureau sets rates for group home and foster family agency programs. Staff are a resource to providers as well as County and other governmental employees on procedures related to program development and rate setting. Other functions include the coordination and review of the audit program, management of the appeals and hearing process, and the validation of group home programs.

Disaster Response Services Bureau (916) 324-4363 Lee Sapaden, Chief

The Disaster Response Services Bureau promotes the development of policy and systems needed to carry out the responsibilities assigned to the Department of Social Services by the Governor's Office of Emergency Services (OES) under the State of California Emergency Operations Plan. Disaster Response Services is responsible for the following:
Administering the Individual and Family Grant Program in the event of declared disasters; coordinating with the American Red Cross (ARC) the State's response to the need for mass care, shelter and feeding during declared emergencies; coordinating the State's response to the need for handling Americans returned from abroad under emergency situations; ensuring the continuity of essential public social services in the event of natural or war caused emergencies; and providing training and consultation for State and County employees involved in emergency response activities.

Food Distribution Bureau

(916) 324-9871 Ken Grayson, Chief

The Food Distribution Bureau is the State agency responsible for the administration of the Temporary Emergency Food Assistance Program (TEFAP). The program is federally administered by the United States Department of Agriculture (USDA) and provides federally purchased and donated foods for distribution for individual household use. The Food Distribution Bureau is responsible for acquiring, shipping, distributing, monitoring and tracking the delivery of over \$75 million in food annually to the 50 plus Emergency Feeding Organizations (EFO's) throughout California, and through them, to over 3,000 distribution sites. Claiming and Federal reporting are also handled by the Bureau.

WELFARE POLICY BRANCH

(916) 322-4401 Steven K. Larsen, Chief

The Welfare Policy Branch is responsible for developing policy options and recommending alternatives in the AFDC, Food Stamp, SSI/SSP programs to departmental management. The Branch implements approved policy in the AFDC and Food Stamp programs through the promulgation of regulations forms, procedures and through other methods, as appropriate.

The Branch also monitors Federal performance in administering the SSI/SSP program, and supervises and directs County operations of the ancillary Special Adult Assistance Programs.

AFDC and Food Stamp Implementation Bureau(916) 322-5330
Gale Wright, Chief

The major functions of the Bureau include policy interpretation and dissemination to Counties, policy consultation to other units in the Department, other departments, and the Legislature; review and approval of policy correspondence from other units; development of forms and recipient informational notices, training, compliance monitoring, and liaison with the County Welfare Directors Association.

AFDC Policy Bureau

(916) 322-5475 Pat Sutherland, Chief

The AFDC Policy Bureau is responsible for development and promulgation of program policy to promote the equitable, efficient, and effective delivery of benefits to eligible recipients. The Bureau is also responsible for researching policy options and recommending alternatives to Department management which are most consistent with State and Federal laws, court decisions, and departmental objectives. The Bureau also analyzes State and Federal legislation and prepares positions for the Department; and prepares AFDC legislative proposals for State and Federal legislative changes.

Adult Program Management Bureau (916) 324-4184 Clarence Smith, Chief

The Adult Program Management Bureau develops State Supplementary Program policy and ensures that it is carried out in the best interest of the recipient and the State. Provides liaison between the Department of Social Services and the Social Security Administration in the Federal administration of the State Supplementary Program, including contract negotiations and monitoring Federal performance in administering the program. Directs the operation of the Special Adult Programs, including the Special Circumstances Program, and directs administration of the Guide Dog Special Allowance Program. The Bureau is also responsible for the special provisions regarding County certification of non-medical out-of-home care; and provides program expertise and coordination for the Interim Assistance Program.

Food Stamp Policy Bureau (916) 445-6907 Lynne Yoshimura, Chief

The Food Stamp Policy Bureau is responsible for development and promulgation of program policy to promote the equitable, efficient, and effective delivery of benefits to eligible recipients. The Bureau is also responsible for researching policy options and recommending alternatives to Department management which are most consistent with State and Federal laws, court decisions, and departmental objectives. The Bureau also analyzes State and Federal legislation and prepares positions for the Department; and prepares Food Stamp legislative proposals for State and Federal legislative changes.

REFUGEE AND IMMIGRATION PROGRAMS BRANCH (916) 324-1576 Walter Barnes, Chief

The Branch is responsible for the development, implementation, monitoring and evaluation of policy and systems for the delivery of cash assistance, medical services, social services and employment services to refugees. It ensures that the Department's activities in this area are in compliance with Federal requirements and coordinated with those of other Federal, State and private agencies providing assistance to refugees. The purpose of aid provided through cash, medical and social services to refugees is to assist in meeting their needs until they become self-sufficient. Employment services are intended to assist refugees to attain self-sufficiency by entering the work force as rapidly as possible. Also, supervises the Department's efforts to comply with the requirements under the Immigration Reform and Control Act (IRCA) generally, and the State Legalization Impact Assistance Grant (SLIAG) as they affect departmental programs. In addition, the Branch oversees the coordination of resettlement activities by voluntary agencies with State refugee programs and provides other assistance as needed to resolve refugee and immigrant problems.

Refugee Program Policy and Systems Bureau

(916) 322-3141

Frank Rondas, Chief

Responsible for development of statewide policies and procedures for all programs funded with Refugee Resettlement monies. Activities include: develops the State Plan for Refugee Programs and negotiation of approval by the Federal Office of Refugee Resettlement; analyzes and develops positions on all Federal and State legislation; with the Statistical Services Branch, develops and implements information systems necessary to meet Federal/State reporting requirements; develops regulations, ACL's, ACIN's and policy and procedure guidelines to implement statewide programs; administers the Unaccompanied Minor Program; with the Financial Management Services Branch (FMSB) and Estimates Branch, performs all aspects of statewide financial management for Refugee Resettlement Programs (e.g., budget development, allocations, claiming instructions, time sheets/attendance, etc.); negotiates and executes contracts for statewide activities (e.g., DHS, DDS, Touche Ross, etc.); develops new and innovative programs directed at reducing the level of welfare dependency of refugees; and, develops and implements statewide training programs to implement the above.

Refugee Program Operations Bureau

(916) 323-2131 Fred Schack, Chief

Responsible for the ongoing implementation and supervision of cash assistance and social and employment services administered by the Counties or contractors via regulations, contracts and allocations. Activities include: reviews and approves County refugee employment services plans; coordinates employment plans with other entities (GAIN, WIN, FMSB, etc.); monitors performance of CWDs and contractors delivering cash assistance and services to refugees; develops and implements corrective actions to correct County and contractor specific problems identified by State and/or Federal monitoring and audits; performs program contracts management (negotiation, execution, amendments, invoice approval, etc.); implements and supervises County specific special projects (e.g., MWEP, Case Management, Critical Needs, MAA Incentive Funding, etc.); and, provides County and contractor specific technical assistance and training.

Immigration and Resettlement Management Bureau

(916) 323-5846

Al Martinez, Chief

Supervises the Department's efforts to comply with the requirements under IRCA generally and SLIAG as they affect Department programs. Ensures the timely and accurate development of systems and procedures by support agencies within the Department (FMSB, Statistical Services Branch, etc.) to comply with all IRCA requirements; ensures that support agencies are performing their activities in accordance with the California SLIAG annual plan. Assists the Health and Welfare Agency in the development of that plan. Monitors the performance of State and local agencies and develops and implements corrective actions, as necessary.

Assists in the development of refugee Mutual Assistance Associations by providing technical assistance and organizational counseling to such organizations to assist them to become established and independent agencies.

Facilitates the resolution of issues affecting refugees and immigrants which should be addressed by State or local agencies. Assists these agencies and communities in resolving these issues which can range from such areas as: mental health, substance abuse, legalization, education, crime, etc.

Acts as liaison with voluntary resettlement agencies and coordinates their resettlement activities in California with State and local agencies which must serve refugees.

QUALITY CONTROL BRANCH

(916) 445-0220 Ron Thoreson, Chief

Quality Control Branch provides current and accurate information on the administration of welfare programs as mandated by departmental management, FSA and FNS by identifying on a continuous basis the extent and the cost of errors in determination of eligibility and grant in the AFDC and Food Stamp programs. Case reviews are conducted by Regional Offices in Sacramento and Los Angeles and District Offices in Sacramento, Oakland, Fresno, Los Angeles and San Diego. Support functions are provided by a central support section located in Sacramento.